

Care Coordination Alert



News of interest from UCare

9/3/24



Issues of **Care Coordination Alert** often refer to several different UCare forms. Please note that UCare care coordination forms are on the UCare website under the [Care Coordination and Care Management](#) web page.

Please send care coordination-related questions to the Clinical Liaison mailbox:

MSC/MSHO: MSC_MSHO_ClinicalLiaison@ucare.org or by phone: 612-294-5045 or 1-866-613-1395
Connect/Connect + Medicare: SNBCClinicalliaison@ucare.org or by phone: 612-676-6625 or 1-833-951-3190 toll free.

10/1/24 Requirements Grids DRAFT

Connect/Connect + Medicare and MSC+/MSHO

In anticipation of DHS changes to PCA to CFSS and other updates, UCare has drafted the requirements grids for all products effective 10/1/24. **Some updates that positively impact CC workflow are effective immediately.** Additional changes specific to CFSS implementation will be communicated before posting. Final versions will be posted to the Care Coordination and Care Management web page.

Please take time to review the entire requirements grid(s) to ensure knowledge of all care coordination requirements. Changes/revisions are noted in **YELLOW** highlight on the grids. Below are some of the more significant changes:

Connect/Connect + Medicare Requirements Grid

- Outreach for initial assignment, CC change, product change: 10 calendar days to 10 business days (**effective immediately**)
- 90 day monitoring updates for Connect and Connect + Medicare (**effective immediately**)

MSC+/MSHO

Please Note: Per Care Coordination Survey feedback, the Community Requirements Grids are now divided by Community: EW and Community: Non-EW versions to provide clarity. In addition, the table of contents was requested to be updated in standard list format.

NEW Community Requirements Grid – EW version

- CFSS language updates
- Outreach for initial assignment, CC change, product change: 10 calendar days to 10 business days (**effective immediately**)
- If creating a new support plan upon transfer, share it with member/PCP
- 90 Day monitoring updates for MSC+ and MSHO (**effective immediately**)

NEW Community Requirements Grid – Non-EW version

- CFSS language updates
- Outreach for initial assignment, CC change, product change: 10 calendar days to 10 business days (**effective immediately**)
- Functional Needs Update process (**effective immediately**)
- 90 Day Monitoring updates for MSC+ and MSHO (**effective immediately**)

Institutional Requirements Grid

- Provide member name and phone number of new CC within 10 calendar days of transfer
- Outreach for initial assignment, CC change, product change: 10 calendar days to 10 business days (**effective immediately**)
- 90 day monitoring updates for MSC+ and MSHO (**effective immediately**)

Please reach out to the Clinical Liaisons with any questions or feedback you may have. Thank you for all you do to support UCare members!

UCare Clinical Liaison Team

SNBCClinicalLiaison@ucare.org | MSC_MSHO_ClinicalLiaison@ucare.org